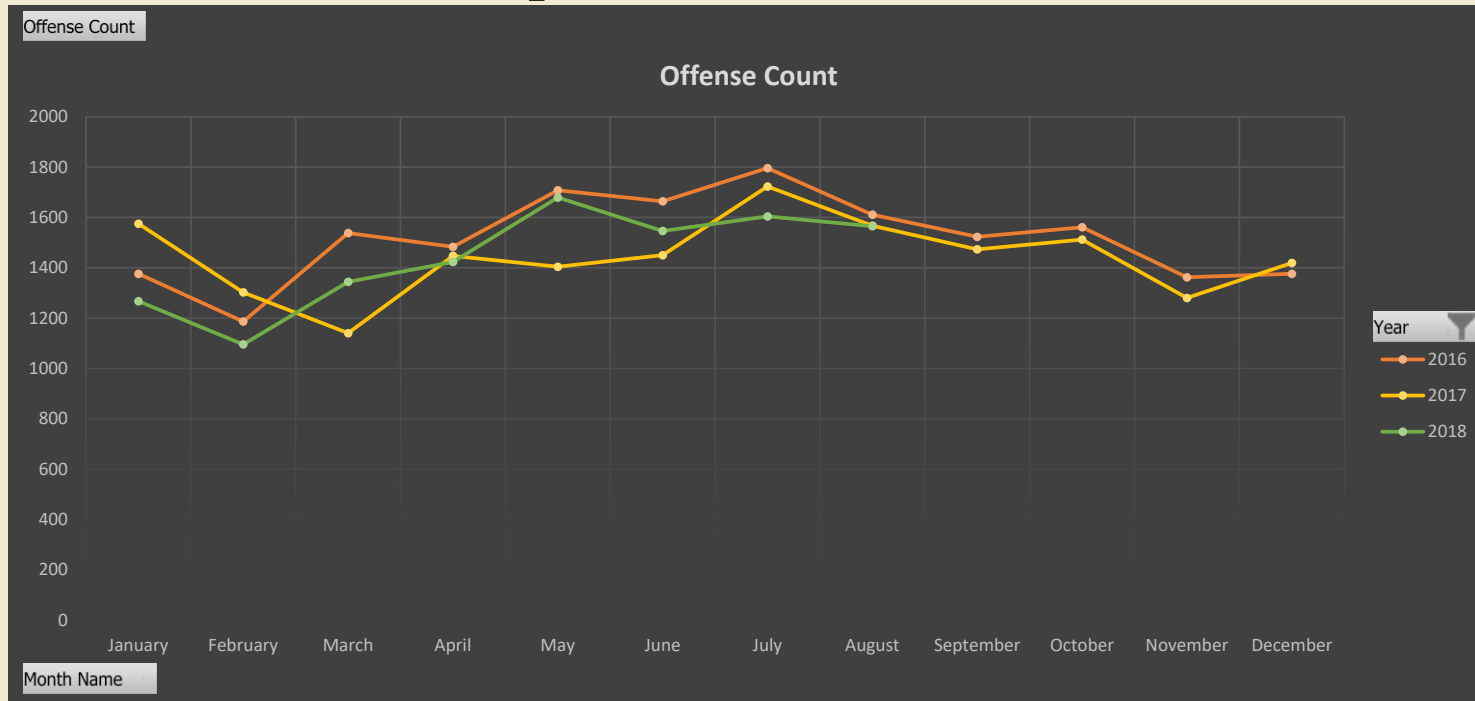


Rockford Police Department

Rockford Police Department

NIBRS Group A Offense Count 2016-2018



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2016	1376	1186	1538	1483	1708	1664	1796	1611	1523	1561	1362	1376	18184
2017	1575	1302	1140	1447	1404	1450	1723	1567	1473	1512	1280	1419	17292
2018	1267	1095	1344	1423	1679	1546	1604	1565					11523
District 1	458	393	551	623	738	601	595	654					4613
District 2	423	375	471	506	621	549	617	539					4101
District 3	384	327	320	291	319	386	388	363					2778
Unknown	2		2	3	1	10	4	9					31
Grand Total	4218	3583	4022	4353	4791	4660	5123	4743	2996	3073	2642	2795	46999

Rockford Police Department

Group A Comparison

Violent Crimes / Property Crimes

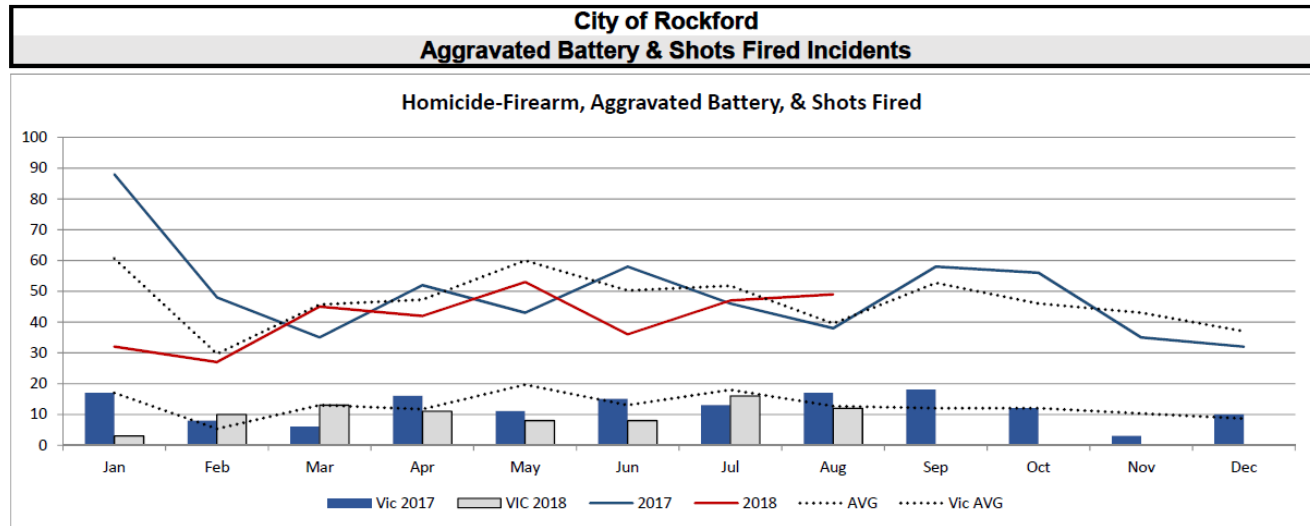
	Last 2 Weeks			Last 28 Days			Current Year		
	Aug 18, 2018 - Aug 24, 2018	Aug 25, 2018 - Aug 31, 2018	% Change	Aug 04, 2017 - Aug 31, 2017	Aug 04, 2018 - Aug 31, 2018	% Change	Jan 01, 2017 - Aug 31, 2017	Jan 01, 2018 - Aug 31, 2018	% Change
Violent Crimes (09A-B, 11A-D, 13A, 120)	34	45	32%	172	166	-3%	1623	1422	-12%
Property Crimes (220, 23A-H, 240)	117	107	-9%	500	462	-8%	3532	3716	5%

Violent Crimes: Murder / Manslaughter, Sex Crimes, Aggravated Assault, Robbery

Property Crimes: Burglary, Theft, Motor Vehicle Theft

Rockford Police Department

Aggravated Battery / Shots Fired 2015-2018



Count of Aggravated Battery & Shots Fired Incidents by Month												
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	51	17	48	46	70	59	58	40	58	31	59	31
2016	43	24	54	49	74	48	56	31	42	51	35	48
2017	88	48	35	52	43	58	46	38	58	56	35	32
2018	32	27	45	42	53	36	47	49				
15-'17 Avg	61	30	46	49	62	55	53	36	53	46	43	37

Count of Victims Struck by Gunfire												
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	23	2	11	7	23	11	23	12	10	9	15	6
2016	11	6	22	12	25	13	18	9	8	15	13	10
2017	17	8	6	16	11	15	13	17	18	12	3	10
2018	3	10	13	11	8	8	16	12				
15-'17 Avg	17	5	13	12	20	13	18	13	12	12	10	9

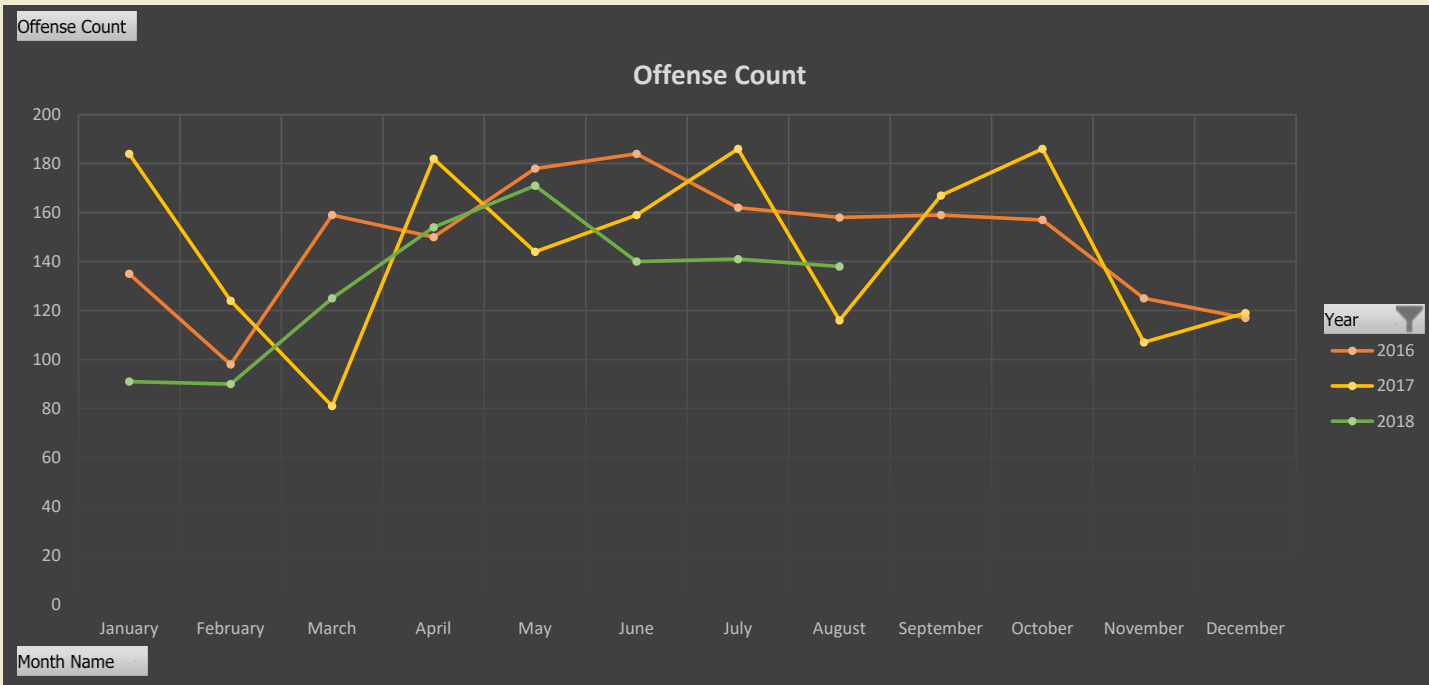
***Most counts are of incidents. Information may change as reports are written. Data obtained from Crime Analysis Master File. Produced 9/7/18.

***Shots Fired is not an official offense code category. Incidents may be coded as a variety of UCR or NIBRS offense types & include but not limited to any Homicide by Firearm,

Aggravated Battery w/Firearm, Aggravated Discharge of a Firearm, Reckless Discharge of a Firearm, Unlawful Use of Weapon(firearm), &/or any other offense where a gun was discharged.

Rockford Police Department

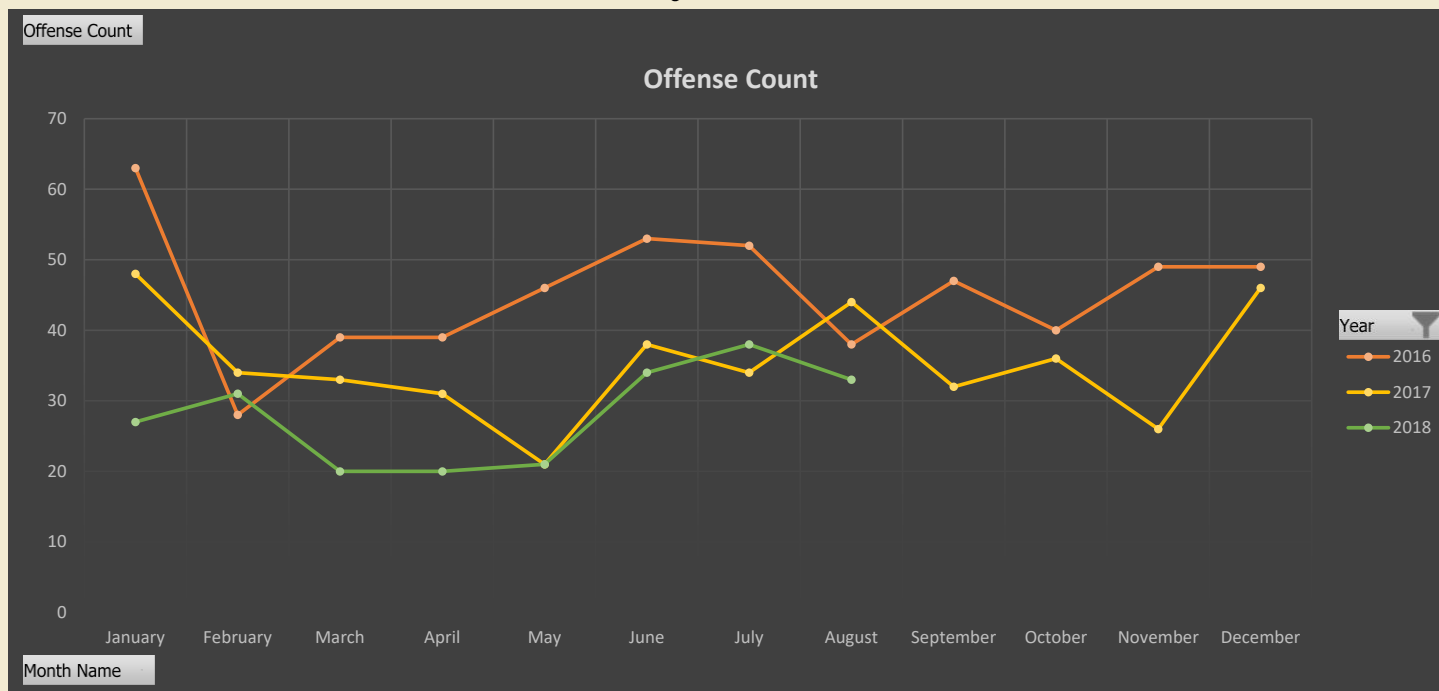
Aggravated Assault 2016 - 2018



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2016	135	98	159	150	178	184	162	158	159	157	125	117	1782
2017	184	124	81	182	144	159	186	116	167	186	107	119	1755
2018	91	90	125	154	171	140	141	138					1050
District 1	44	41	55	79	89	76	69	66					519
District 2	32	41	49	59	64	51	59	54					409
District 3	15	8	21	15	18	11	12	18					118
Unknown				1		2	1						4
Grand Total	410	312	365	486	493	483	489	412	326	343	232	236	4587

Rockford Police Department

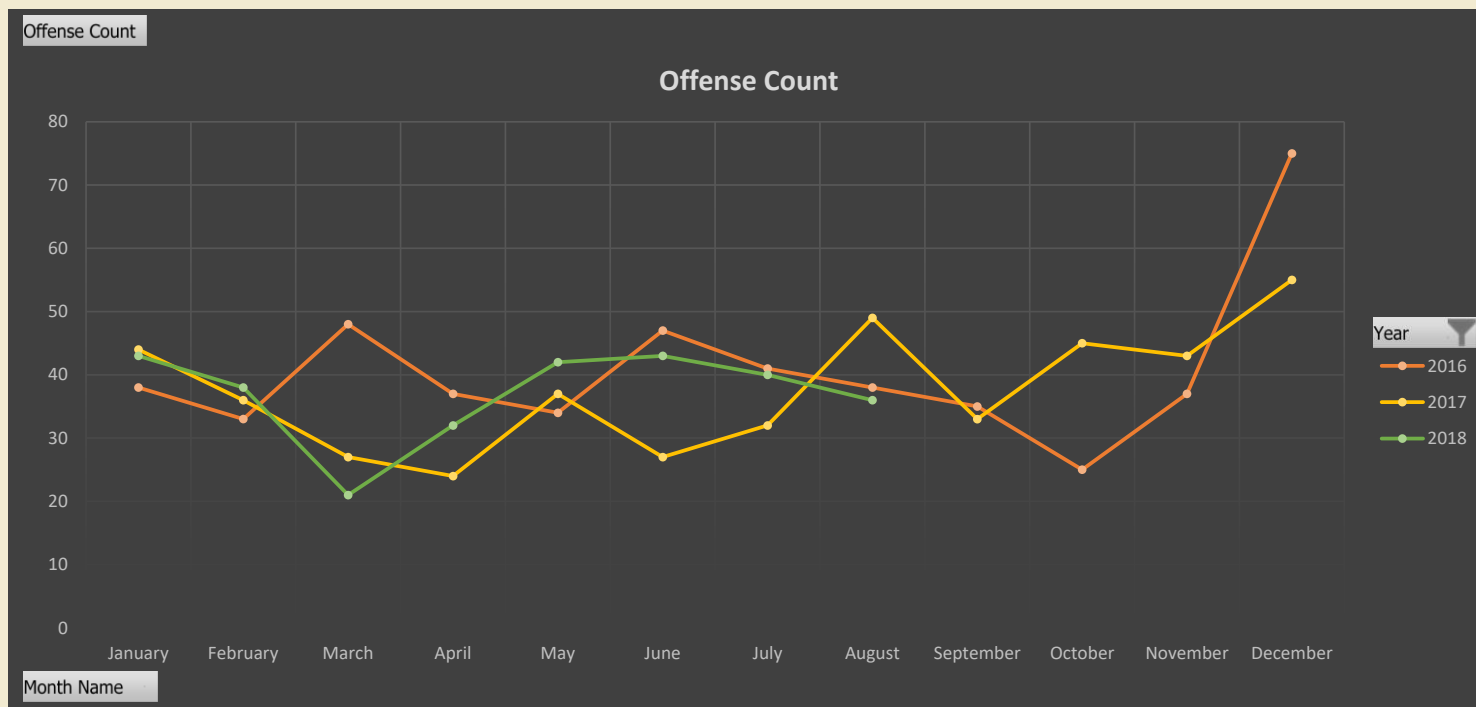
Robbery 2016 - 2018



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2016	63	28	39	39	46	53	52	38	47	40	49	49	543
2017	48	34	33	31	21	38	34	44	32	36	26	46	423
2018	27	31	20	20	21	34	38	33					224
District 1	8	9	8	9	7	15	12	13					81
District 2	11	12	11	9	10	13	9	16					91
District 3	8	10	1	2	4	5	17	4					51
Unknown						1							1
Grand Total	138	93	92	90	88	125	124	115	79	76	75	95	1190

Rockford Police Department

Auto Thefts 2016 - 2018



Offense Count	Column Labels													
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total	
2016	38	33	48	37	34	47	41	38	35	25	37	75	488	
2017	44	36	27	24	37	27	32	49	33	45	43	55	452	
2018	43	38	21	32	42	43	40	36					295	
District 1	14	17	14	10	22	21	17	14					129	
District 2	13	14	5	18	9	15	15	16					105	
District 3	16	7	2	4	11	6	8	6					60	
Unknown						1							1	
Grand Total	125	107	96	93	113	117	113	123	68	70	80	130	1235	

Rockford Fire Department

PRESENTED BY:
Derek Bergsten-Fire Chief

- Maintain and improve health and safety throughout the organization
- Enhance career related training and development throughout all department levels
- Continually improve and enhance delivery of service to the citizens
- Recruit and retain a diverse and effective workforce
- Foster community outreach and agency partnerships

Rockford Fire Department
Key Strategic Initiatives
2018

Rockford Fire Department

Scorecard

Area of Focus	Metric/Program	Definition	Standard/Goal	Current Performance
Response Times	Call Answer Time	911 calls answered in 10 seconds or less	90%	81.59%
	Total Response Time	911 call received to first unit on scene in 8:12 or less	90%	91.50%
EMS	Utstein Rating	Cardiac Survival Rate	28.1%	27.6%
	EMS Customer Service	Overall customer experience rating	95%	94.43%
	Mobile Integrated Healthcare Program	Reduction of hospital admissions	25%	40%
		Reduction of hospital readmissions	50%	50%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of property value saved from structure fires	90%	86.18%
	Arson Clearance Rate	Percentage of arson incidents cleared by arrest	15%	22.92%
	Inspections	General inspection performed within the last four years	95%	94.11%
	Smoke Alarm/Battery Program	Average number of homes visited monthly with Smoke Alarms installed or batteries replaced	30	19

Rockford Fire Department

Incidents

Incident Type	2017	2018	% Change	Diff
Fire	488	512	4.92%	24
EMS & Search and Rescue	15,020	15,558	3.58%	538
Hazardous Condition	404	366	-9.41%	-38
Service/Good Intent Call	2,090	2,228	6.60%	138
False Alarm & False Call	1,028	1,081	5.16%	53
Other Incident Type	51	50	-1.96%	-1
Total	19,081	19,795	3.74%	714
Average per Day	78.52	81.46	3.74%	2.94

Incident Type	5 yr Avg	2018
Fire	466	512
EMS & Search and Rescue	14,200	15,558
Hazardous Condition	363	366
Service/Good Intent Call	1,711	2,228
False Alarm & False Call	1,026	1,081
Other Incident Type	59	50
Total	17,824	19,795

Rockford Fire Department

Achievements

- Annual Compliance Report for Fire Department Accreditation was approved by the Center for Public Safety Excellence.
- Re-Accredited by the state as a non-mandated Emergency Services Disaster Agency.
- 6 members of the Department received their Illinois Professional Emergency Manager designation in Springfield on September 5th.
- 2 members of the Department participated in a presentation on drone use in the Fire Service at the Illinois Emergency Management Agency annual summit in Springfield.
- SCBA Committee developed recommendations for equipment replacement
- Walk-throughs and preplanning for new MercyHealth facility

Rockford Fire Department

Areas of Improvement

- Working on finalizing Department of Justice grant which includes collaboration with Rosecrance, Rockford Police Department, Illinois Department of Public Health, and local hospitals.
- Still working on a new Fire Station Alerting System to replace Zetron system
- Transitioning final 3 stations to iFiber network connections
- Looking at replacing tablet computers on the Ambulances
- Training plan development for 2019
- 911 dispatch standard operating procedures

Public Works Department

PRESENTED BY:
Mark Stockman
Director

Public Works Department

Key Strategic Initiatives

2018

- **Balanced infrastructure system inclusive of road, rail, parking, pedestrian and alternative modes of transportation**
- **Improved infrastructure & redevelopment to attract businesses to the City of Rockford**
- **Street maintenance program which provides commuters with clean, safe and well-maintained streets**
- **Operate and maintain the public water system in a manner that protects public health and enhances the community**
- **Maintain a stormwater management program that protects the public and the environment while enhancing the community**

Street & Transportation

Mitch Leatherby – Street & Transportation Superintendent

Street Division

Dashboard

		2018 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD AVE
Street Operations	Unresolved Pothole Requests	100	18	59	24	24	60	57	53	13	39
	Arterial Pothole Req. - % Completed <= 10 Days	90%	91%	96%	100%	99%	97%	92%	81%	100%	95%
	Res. Pothole Req. - % Completed <= 30 Days	90%	99%	94%	92%	100%	95%	100%	62%	99%	93%
	# Trees Trimmed	200	189	201	262	288	208	79	88	111	178
	# Trees Removed	50	62	70	52	33	32	28	23	54	44
	Unresolved Forestry Prune or Removal Requests	150	43	32	22	26	36	66	50	91	46
	Total Requests	600	255	338	394	287	351	424	377	388	352
	Total Unresolved Requests	250	67	101	51	57	107	136	136	144	100
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%	N/A	N/A	N/A	25%	91%	100%	100%	100%	83%
	% Signals Repaired Compared to Reported	95%	99%	98%	99%	99%	100%	99%	99%	100%	99%
	% Signals Replaced Compared to Reported	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	100%	92%	92%	98%	100%	98%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	89%	100%	100%	100%	100%	100%	100%	99%
	% Sign Repaired/Replace to Reported	95%	89%	90%	98%	100%	100%	100%	100%	100%	97%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	100%	100%	99%	100%	100%	100%	100%

Street & Transportation

Achievements

- Traffic operations met all benchmarks at a 100% completion rate for the month.
- 100% of arterial patch requests from the public completed.
- 99% of residential patch requests from the public completed.
- Staff completed annual Ash tree treatment to select Ash tree's to prevent Emerald Ash Borer infestation.

Street & Transportation

Areas of Improvement

- Sign Department – MUTCD signage replacement still in progress
- Illegal dumping throughout City of Rockford streets and right-of-ways is steadily on the rise. Staff are working to identify areas prone to dumping and looking for ways to prevent the occurrences from happening.

Street & Transportation

Projects in progress

- Forestry Division has been addressing numerous problem areas along City streets clearing vegetation overgrowth away from the right-of-ways.
- Long line street striping / painting city-wide is in progress.
- City Hall exterior repairs are progressing with anticipated completion end of October
- Preparations underway to begin residential street sweeping in September.
- Phase 1 of the Pioneer deck elevator modernization project is underway.

Water Division

PRESENTED BY:
Kyle Saunders, Water Superintendent

Water Division

Dashboard

		Monthly Performance	2018 Monthly Target	Mar	Apr	May	Jun	Jul	Aug	2018 YTD Average
Water Operations	Distribution	Emergency Repair Time (hours)	2	0.4	0.5	3.0	5.8	0.0	4.0	2.3
		% of Total Repairs That Are Planned	70%	86%	83%	87%	47%	84%	90%	75%
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	14	17	32	51	60	69	32
		# of Winter Backlog Jobs	130	51	19	0				37
		Water Main Flushed (mi)	40			55	65	48	55	Date Based Metric
	Field Services	Total Work Orders	2465	1952	1902	1718	1804	1623	2030	1869
		Days Priority S/O Outstanding	30	4	13	4	19	7	7	9
		Backlog of Priority S/O	50	8	7	1	3	25	11	10
	Production	Maintenance Work Orders	200	161	141	213	122	74	164	149
		Service Pressure Excursions	45	23	12	26	25	19	19	24
		% Preventative Maintenance	60%	41%	22%	76%	25%	31%	43%	44%
		# of Water Quality Complaints	3	3	2	3	2	2	0	2
		% Design Demand	100%	132%	133%	89%	92%	97%	87%	117%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	2.1%	2.0%	2.3%	2.1%	2.2%	2.2%	2.2%
		Operating Revenue, % of Plan	95%	102%	103%	101%	102%	101%	101%	101%
		Number of New Water Connections	5	19	22	8	18	16	12	14

Water Division

Accomplishments:

- Church and Court St Water Main Replacement Construction (1,000 LF – High Risk)
- Montague St Water Main Replacement Bid (1,000 LF – High Risk)
- Heath St Water Main Replacement Bid (1,300 LF – High Risk)
- LSLR Program
- Fireflow Testing – 100%
- Acoustic Leak Detection – 100%

Areas of Improvement:

- Stanley Street Radium Treatment Construction
- U29 Well Rehab and Valve Replacement(s)
- U35 Well Rehab and SCADA Upgrade
- U37 GAC Replacement
- Cedar Street Generator Installation
- 5-Watt Orbit Radio Network Improvement(s)
- Large Meter Testing
- LIMS

Engineering Division

PRESENTED BY:

Jeremy Carter, P.E.

Timothy Hinkens, P.E.

Kelly Nokes, Deputy Operations Manager

Engineering Division

Dashboard

Monthly Performance		2018 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
ROW/Development/Stormwater	# of Site Plans Reviewed	7	3	2	7	8	11	18	24	17
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Development Plans Reviewed	1	1	0	0	0	0	0	0	0
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	NA	NA	100%	NA	NA	NA	NA
	# of ROW/DWY Permits Issued	100	91	74	135	149	245	198	218	227
	% of ROW/DWY Permits Issued in 1 day	95%	100%	100%	100%	100%	100%	100%	100%	100%
	ROW/DWY Permits Closed	100	19	27	31	26	329	153	202	312
	ROW/DWY Permits Still Open	700	728	798	902	1011	992	1026	1039	934
	Detention Basins Inspected (odd years)	60								
	Detention Basins Requiring Follow-up (odd years)					5	15	3	6	4
	Stormwater Outfalls Inspected (even years)	120			78	103	107	125	226	168
	Industrial High Risk Inspections On-Site	9	9	12	14	12	4**	6**	4**	8
	Erosion Control Inspections On-Site (5 Winter; 25- S/S /F)	25	4	4	15	32	35	34	27	34
	New Illicit Discharge (IDDE) Investigations	1	2	0	2	4	2	1	3	1
	IDDE Investigations w/in 72 hrs	100%	100%	NA	NA	100%	100%	100%	100%	100%
	IDDE Investigations Unresolved	8	13	11	13	11	13	7	10	11
	Stormwater Samples Taken (15-Sp; 15-F; 40 Trib)	NA	0	0	14	1	11	10	0	20
	SWPPP Reviews	3	2	0	6	9	6	4	5	4
	Stormwater Service Requests	20	7	23	10	8	46	99	23	27
	SW Requests Generated Proactively (>50% of Total)	50%	1	1	1	2	8	14	2	6
	SW Requests Generated Reactively (<50% of Total)	50%	6	22	9	6	48	85	21	21
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Other Stormwater Requests Invest. w/in 1 week of Request	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Street Sweeping (mi)	Varies			14	275	246	282.70	121.00	51.50

Engineering Division

2018 Accomplishments and Goals

- Traffic, Permits and Events
 - ROW inspections moving at pace with increased restoration by permit holders
 - Parking Management RFP vendor interviews 2nd interviews complete anticipate results to council by end of September.
 - City-Wide Thermostriping complete
 - City-wide long line striping 50 percent complete
- Stormwater
 - 663 outfall inspections completed to date (1231 total)
 - 35.7 Creek Miles walked (52.8 total)
 - W. State St. Phase II – 9 demos complete
- Special Projects
 - I90 Gateway Beautification Project; repaired and additional irrigation complete
 - Assisted RACVB with design selection for mural program
 - Installation of pedestrian way-finding signage to be complete by mid-September

Capital Improvement Program

2018 Accomplishments

- IDOT Projects
 - North Main Street Corridor ahead of schedule - completion this Fall
 - Harrison Avenue – completion by end of August
 - West State Street Phase 2 – IDOT funding difficulties pushing Letting back to June, 2020 construction in 2021
 - IL-251 (Blackhawk Road to Sandy Hollow) – 90% plans complete, Letting in November
 - East State Street Resurfacing (Mill Road to Bell School Road) - IDOT funding difficulties pushed Letting back to late 2019
 - East State Street Widening (Bell School Road to I-90 Ramps) – Construction began on IL Toll Authority section from ramp to overpass
- Capital Roadway Projects
 - Spring Creek Road – Complete
 - Elmwood Road, Hartman Street, Kishwaukee Street, McFarland Road, Rote Road to begin in September
 - Strategically moving Elmwood, McFarland and Rote Road to use MFT funds to save on Sales Tax funds

Capital Improvement Program

2018 Accomplishments

- Neighborhood Program
 - City-Wide Street Repairs Package #1 (Residential Street Resurfacing) - Construction ongoing
 - City-Wide Street Repairs Package #2 (Alleys) – Construction ongoing
 - City-Wide Street Repairs Package #3 (concrete)- Construction ongoing
 - City-Wide Street Repairs Package #4 & #5 – Constructing to begin in September
- Highway Bridge & Structure Repair
 - Charles Street Box Culvert Repairs – under construction, completion in September
 - Alpine Road Box Culvert Replacement – Complete
 - 15th Avenue Bridge over Rock River Repairs – Construction to begin in October
 - 1st Street & 2nd Street Bridges over the UP Railroad – currently petitioning the ICC to have UP replace
- Sidewalk & Active Transportation
 - City-Wide Bike Lane Marking complete
 - City-Wide Sidewalk Improvements – 3 packages complete, 1 currently under construction

Capital Improvement Program

2018 Accomplishments

- Stormwater & Drainage
 - Harmon Park Drainage Improvements – construction to begin September
 - Keith Creek Bank Stabilization –creek stabilization will be done in phases. Phase 1 begins construction in October
- Capital Lighting & Traffic Signals Program
 - Auburn Street & Pierpont Avenue Traffic Signal-construction ongoing
 - City-Wide Detector Loop Repairs – currently under design
- Community Enhancement & Economic Development
 - Mercy Way and Lyford Road – Currently under construction and on schedule completion in Fall 2018
 - Strathmoor Drive Extension – Currently under design; out to bid in October
 - Chestnut Street Bridge Multi-Use Path – Currently under design

Customer Service Center

Presented by Wendy Lara
Customer Service Manager

FINANCE – CUSTOMER SERVICE CENTER

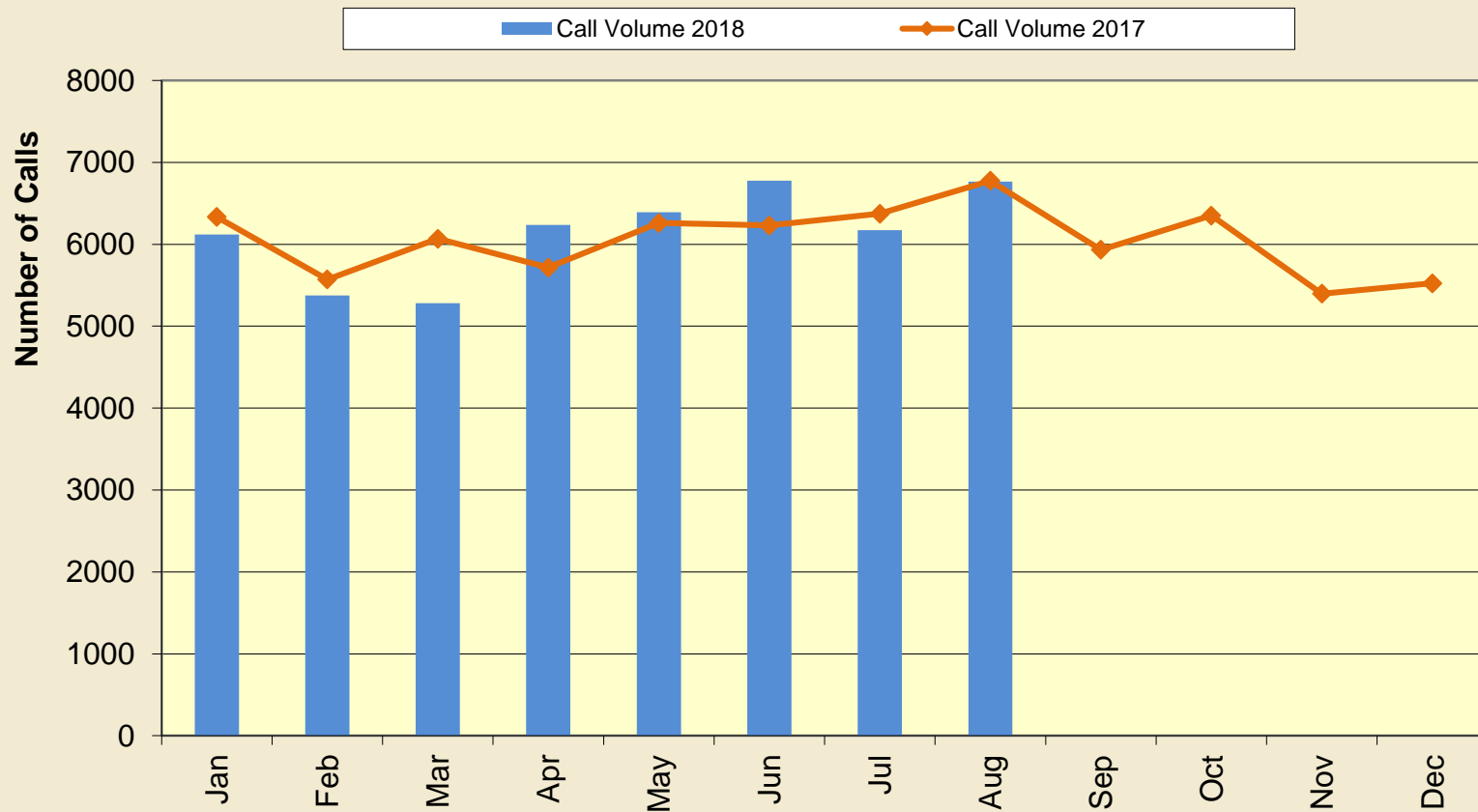
CSC SCORECARD

Monthly Performance		2018 Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD 2018	YTD 2017
Total number of calls		6,750	6,118	5,375	5,281	6,236	6,391	6,777	6,172	6764					5,880	5927
Average Time to Answer in sec.	30		27	35	40	56	50	73	55	38					42	21
% Calls Abandoned		8%	3	4	4	6	5	6	5	4					4	2

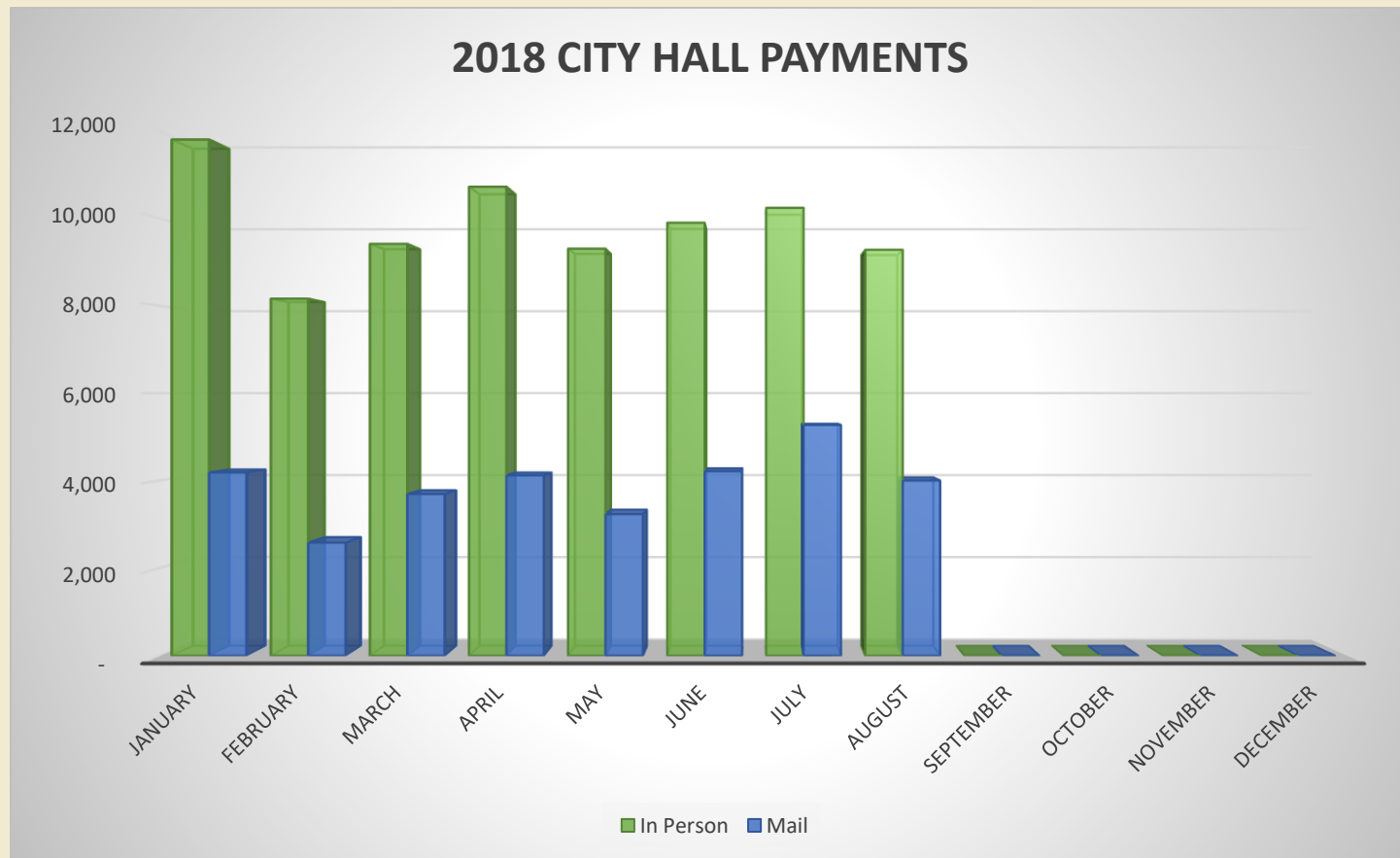
Targets based on AWWA Benchmarking Water Utility Customer Relations Best Practices

Finance-Customer Service Center

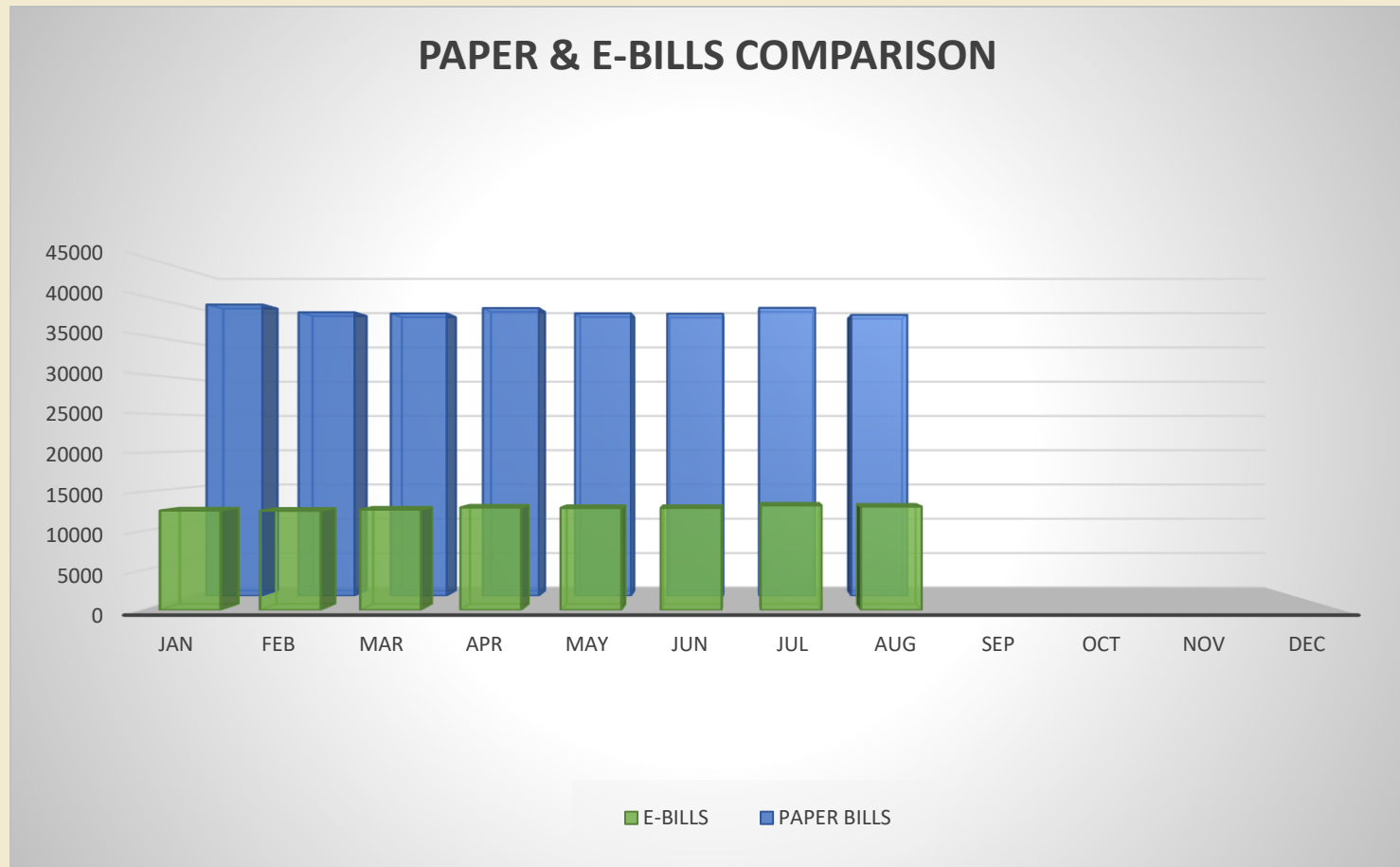
Call Volume



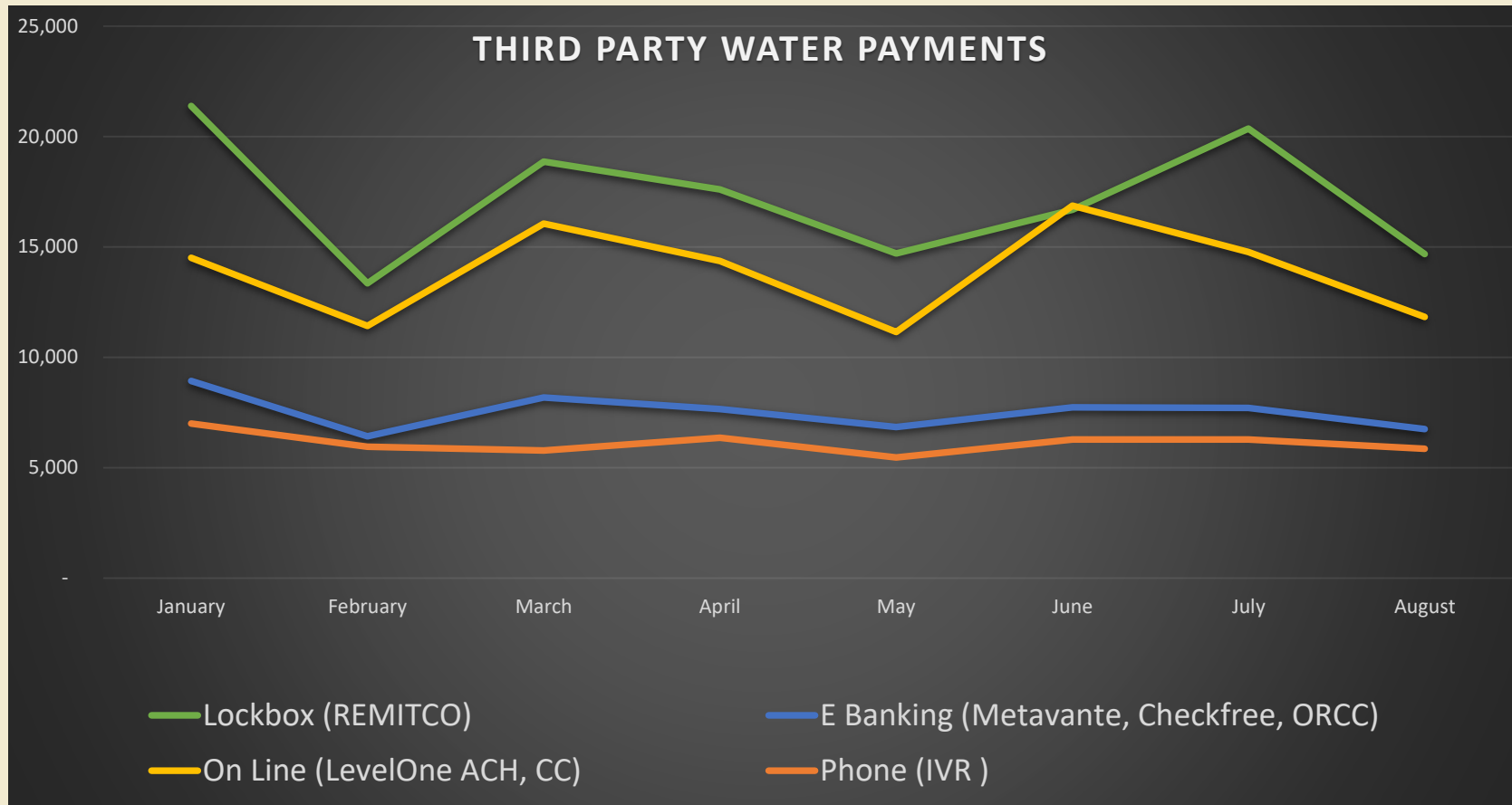
Finance-Customer Service Center



Finance-Customer Service Center



Finance-Customer Service Center



Customer Service Center

Accomplishments

- Helped so far a total of 744 customers at the side window
- Implemented a Customer Service training for new employees to better equipped them to succeed in our department and to better serve our customers
- Successfully implemented the Taxicab Driver and Taxicab licenses
- Contributed to the implementation of the Tree Loan Program in collaboration with Forestry and the Lead program in collaboration with the Water Division.

Areas of Improvement

- Decrease the number of seconds to answer calls. Our target is 30 seconds.
- Implement a quality control evaluation to ensure CSRs are providing the best customer service possible and to fill in the gaps of information across representatives.
- Improve our internal operations and find ways to simplify work while achieving optimal results

Community and Economic Development Department

PRESENTED BY:

Mark Williams

Economic Development Manager

CEDD - Economic Development

Scorecard

Economic Development Data Quarterly Performance		2018 Annual Target	First Quarter		Second Quarter		Third Quarter (Aug 30th)		Fourth Quarter		Year to Date	
			Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Commercial New and Retained Projects		20	5	4	5	10	5	3	5	0	20	17
Industrial New and Retained Projects		12	3	4	3	2	3	5	3	0	12	11
New and Retained Jobs		800	200	353	200	60	200	207	200	0	800	620
Total Investment	Private Investment	\$ 145,000,000	\$ 12,104,911		\$ 37,206,747		\$ 15,756,290		\$ -		\$ 65,067,948	
	Public Investment		\$ 173,129		\$ 8,143,737		\$ 128,892		\$ -		\$ 8,445,757	
	Percentage, Public Investment		1.43%		21.89%		0.82%				12.98%	

CEDD - Economic Development

Achievements

- Enterprise Zone Property – River Edge Redevelopment Zone Projects
 - Advanced Machine Engineering – Hennig Inc., Expansion
 - Rockford Ball Screw Expansion
 - Specialty Screw Expansion
 - Kaney Aerospace Expansion
 - Porter Pipe New Business Attraction
- Solar Farm Projects
 - Trajectory Energy Solar Farm Lease
 - Wanxiang Energy Solar Farm Expansion
- Development Agreements
 - 301 S Main Street (former Hanley Bldg)
 - 327 W Jefferson
 - 321 W State Street (Talcott Bldg)
- CDBG Projects
 - Bergstrom Expansion

CEDD – Economic Development

Continuing Priorities

- Integrate Hansen System to improve utilization of programs
- Work with RAEDC to advance a Quick Start Building Project
- Advance Rockford sites through Qualified Sites Program
- Complete amendment of South Rockford TIF for Colman Village
- Amend Boundaries of Enterprise Zone
- Hold informational meeting with building and contractors association on Enterprise Zone and River Edge application process
- Identify and market projects for New Market Tax Credits
- Corridor improvement strategies
- Phase in development of Colman Village
- Strategic marketing plan for commercial retail development
- Develop Business Liaison processes and metrics